

PARKING ENFORCEMENT SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and administrative work in the development and implementation of the Police Department's 24/7/365 Parking Enforcement program. As the Unit supervisor, this employee will hire, train, assign, direct, evaluate and discipline Parking Enforcement Officers; participate in and/or recommend the development of related policies, procedures, and systems; represent program interests in a variety of inter/intra-agency committee work; and perform related administrative tasks. Work is performed within established guidelines and under the general supervision of a Police Lieutenant or Captain. Incumbents in this position may be required to respond to calls that arise outside regular work hours.

Examples of Duties and Responsibilities:

Direct and supervise the work of parking enforcement personnel engaged in diverse parking enforcement activities requiring technical knowledge of City ordinances. Coordinate, with HR, the annual hiring process for hourly Parking Enforcement Officers for the Alternate Side Parking program. Interview and hire permanent and hourly Officers and Leadworkers. Develop training materials, train (trainers) and orient PEOs on Madison Parking Ordinances, operating procedures, administrative requirements, radio use, and other related activities. Coordinate regular beat picks for all PEOs, including determining appropriate staffing levels, routes, and shifts. Make schedule/assignment modifications required to respond to unanticipated absences, etc. Evaluate employees' work performance. Respond to grievances and/or disciplinary matters, as required. Testify in arbitration hearings as required.

Oversee daily briefings for staff and prepare related documentation. Provide direction, respond to questions, and clarify policies, procedures, and interpretations to PEO staff in the field and office, including creating, updating, and enforcing guidelines, policies, and procedures.

Respond to issues, concerns and public complaints on related parking enforcement issues. Oversee the ticket review process for contested tickets, including reviewing circumstances and related communications. Work with Office of the City Attorney to review Parking Ordinances, recommending changes, addressing questions/concerns, and developing appropriate interpretation of the ordinances. Discuss changes to fines with Finance Department, Office of the City Attorney, and the Mayor's Office. Coordinate and recommend signage changes or report problems with Traffic Engineering and/or the Parking Utility as appropriate. Respond to issues, concerns, and public complaints related to parking enforcement issues. Facilitate communications between PEOs and citizens/other agencies.

Perform related administrative activities to include the collection of program data; maintain attendance records, and perform related payroll functions. Provide for meeting related uniform and equipment needs, and develop and manage related budgets. Maintain list of approved uniform apparel for PEOs and communicate changes to staff. Provide input to Command Staff for operating budget requests for PEO staff, including appropriate staffing levels. Attend inter-agency, and intra-departmental committee meetings and represent program interests. Perform related administrative activities.

Develop and coordinate special parking enforcement programs (e.g., Alternate Side Parking and the Clean Streets/Clean Lakes). Coordinate public information relative to alternate side parking, including communication on rules, snow emergencies, and other pertinent information. Oversee and coordinate snow emergency towing with the Streets Superintendent and the City's towing contractor. Schedule and coordinate special event parking enforcement activities, and serve as liaison with event coordinators. Track overtime and towing costs for special events to ensure proper billing.

Work with external organizations on parking issues. Oversee the Disabled Parking Enforcement Assistance Council in addressing disabled parking violations. Provide training for the Council on Parking Enforcement ordinances, policies, and regulations. Work with the Madison Metropolitan School District to develop parking/traffic safety plans for each school. Provide recommendations to Traffic Engineering on appropriate signage. Evaluate traffic plans and recommend needed changes.

Work with MPD Fleet Manager regarding replacement and maintenance of Parking Enforcement vehicles and equipment. Maintain inventory of vehicles. Research , develop, and implement new technologies and equipment for improvement of parking enforcement systems. Manage, maintain, record, and download autocite and autochalk data. Research and recommend equipment purchases for Parking Enforcement, and recommend appropriate budget requests. Develop and evaluate requests for proposal for purchase of new or replacement equipment. Serve as contact with vendors regarding service, equipment, upgrades, and other issues that arise. Work with Parking Utility and other departments/divisions on new equipment that affects the Parking Enforcement program (ie. Multi-space meters).

Participate in development and evaluation of RFP for the City's towing program. Purchase materials for the program, including tickets and brochures. Develop information materials. Provide training for dispatchers, parking utility staff, and others on Parking Enforcement ordinances, policies, and procedures. Assist with Open Records requests relative to parking enforcement activities. Prepare narrative and statistical reports and analysis for Police Command Staff, Finance Department, and others as required. Review reports for accuracy and trends that may affect parking enforcement activities.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of all related parking regulations, ordinances, statutes, and restrictions and enforcement policies, procedures, and practices. Working knowledge of the geography of the city. Working knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Ability to provide leadership to parking enforcement personnel; hire, train, assign, respond to enforcement issues, evaluate work performance, and otherwise perform the full range of first-line supervisory responsibilities. Ability to prepare related administrative reports, and to assist in unit management. Ability to provide necessary coordination between supervisors and enforcement staff. Ability to utilize computers in retrieving related programmatic information. Ability to direct special parking enforcement programs. Ability to represent program interests in a variety of committees. Ability to interpret and apply ordinances, statutes, and regulations. Ability to exercise discretion in applying rules, policies, and procedures. Ability to communicate/explain ordinances, regulations, statutes, and enforcement policies to offenders and the public, and formally respond to complaints. Ability to maintain accurate records and to prepare reports. Ability to communicate effectively both orally and in writing. Ability hear and speak clearly while operating a two-way radio. Ability to establish and maintain effective working relationships, often under adverse conditions. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. . Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Two years of responsible parking enforcement experience comparable to that gained as a Parking Enforcement Officer with the City of Madison, including at least one year of experience as a leadworker or equivalent. Such experience would normally be gained after completion of a 4 year degree from an accredited college or university in the area of business administration, criminal justice, or a related field. Possession of a 2 year degree in a related field and an additional 2 years of leadwork/supervisory experience may be substituted for the 4 year degree requirement.. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid Wisconsin driver's license or the ability to otherwise meet the transportation requirements of this position.

Department/Division	Comp. Group	Range
Police Department	18	08

Approved: _____
Brad Wirtz
Human Resources Director

Date